



FUNDSQUARE

## CLIENT MANAGEMENT CHARTER

At FUNDSQUARE S.A., listening to and understanding our clients are of the highest importance. With the objective of continuously improving our processes to better satisfy clients' needs, we seek at offering best-practice service standards in the provision of client relationship and service management through professional guidance, reliable support and excellent service delivery.

Any client's experience with Fundsquare should be professional and efficient.

### ◆ **Initiation of client relationship**

- Get to know each other: the key persons committed to the client services execution and support will be introduced to the client representatives in order to personalize the relationship as well at senior management levels
- Client onboarding is handled with the highest focus on change management, through joint kick-off and regular follow-ups aiming at understanding client needs, coaching and training on solutions to ensure smooth deployment of services;
- Implement the highest Know Your Customer process standards when agreeing the contractual framework

### ◆ **Maintenance of client relationship**

- Strategy of each company are shared in order to align objectives Strategic review meetings: Fundsquare initiatives and related timelines are shared with clients and discussed to ensure best alignment with client objectives and strategy;
- Service reviews are regularly organized in order to review client key performance and quality indicators together with ongoing projects status
- Regular exchange with clients in dedicated meetings or various internal & external events on dedicated topics;
- Regular internal client service reviews to ensure appropriate focus and highest quality of service execution according to Fundsquare Service Level Agreements standards;
- Client satisfaction in a long term perspective: satisfaction will be measured regularly over time per client to identify relevant improvements in the services;

### ◆ **Single Point Of Contact for any request and escalation**

- Dedicated service and relationship managers will be allocated to guarantee the correct execution of services and relationship follow-up for any request, query or question;
- An escalation and query process with identified individuals at various levels in the organisation is in place to answer appropriately to clients.

### ◆ **Client complaint management**

- Any client complaint is under the direct responsibility of the Executive Management which will ensure an adequate and timely answer is providing to the client and an appropriate follow-up is implemented to fully respect the contractual framework in place.
- According to market practices, client complaint means any written request from a client that is addressed to the Executive Management and that expresses a disappointment or a disagreement with the services rendered according to a contractual framework agreed between both parties.



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- To be considered as valid, a client complaint must necessarily respect the three following cumulative conditions:
  - o Complaint to be sent in writing to the Executive Management either by fax, e-mail or registered letter
  - o Complaint must contain the necessary information in order to clearly identify the client such as the Name of the Company, the Authorized Signor, the Company domicile address, a phone number and an email address.
  - o Complaint must be bound through a contractual relationship with Fundsquare S.A.
- The client should receive an acknowledgement of receipt of his complaint within 10 working days starting the date when the complaint has been received by Executive Management
- In case of particular circumstances for which the fixed 10 working days deadline cannot be respected, the client will be informed by email about the causes of the delay and a new deadline will be planned accordingly
- The definitive answer to the client complaint is always communicated by registered letter, by the Executive Management within 1(one) month starting the date when the complaint has been received by Executive Management

FUNDSQUARE S.A. encourages client feedbacks and comments on any aspect of our services to continuously improve and ensure client satisfaction.

Luxembourg, 15/12/2016

Executive Management